

To Whom It May Concern,

I am writing to express my concern over the purchase of T-Mobile by AT&T. I am currently a customer of T-Mobile, and have been for the past 8 years. My concern covers several matters. Mainly, that prices for services will increase, yet amount of services for monies paid will decrease. I currently am a smartphone user with an unlimited data plan. My monthly bill is around \$140 for two smartphones with unlimited voice/text/data service. AT&T currently charges \$120 for voice plans, \$60 for data with a 5 GB cap, and overage fees of \$0.05 for every 1 MB of data over the cap. There is also no plan for text, so it is a pay-per-text @\$0.20 per text, and \$.30 for picture messages. With use of my phone, I would be looking to spend well over \$200 per month.

Another concern is the fewer choices available to me for cellular providers. The remaining 3 companies all currently cost more than T-Mobile for services. This will also hurt the bottom line of cell phone manufacturers. If there are fewer companies to provide phones to, there are fewer models of phones to be made, and therefore fewer profits. So to counteract this loss of profit, the cell phone manufacturers will have no choice but to raise the prices for their handsets. Currently the retail price for the average smartphone handset is around \$400-\$600, with contract discounts between \$200-\$300, respectively. A typical family of four, with smartphones, data, etc will end up paying around \$2500 or more to sign up for services, with a phone bill that will hover between \$400-500 every month.

We as T-Mobile customers also lose out in the way we will be treated when we have to speak or interact with customer service. T-mobile has been consistently ranked in the top for customer service and customer satisfaction. AT&T has always been at or near the bottom. For the times I have needed assistance, I have always received courteous help, and the service reps are always a delight to interact with. From a customer point of view, I am much more likely to stay with a company that treats me well. This, is actually the main reason I have been with T-Mobile for 8 years, and would be quite upset if this transaction goes through. If T-Mobile gets to stay an independent company, I will remain a loyal customer.

Another concern is the handset I am currently using, is not compatible with AT&T's network, and if I choose to upgrade now, I would be at risk for the same issue when the transaction takes place, and have to buy a another handset. If I keep my current handset until after the transaction, I will at first be grandfathered in with my current voice/data/text services, but once I upgrade, I will not only pay for a new phone, but newer and more expensive services-services that have usage caps and overage fees.

I imagine I am not alone in my situation, as I am not the only happy T-Mobile customer upset about this issue.

I fear that once this takes place, if it does at all, it will lead more mergers, and eventually either a duopoly or monopoly, and from a consumer standpoint it is not a positive one. If prices are raised so high they become out of reach, it will lead to less consumers having cell phones. I foresee this ending up like our healthcare system, where only the wealthiest in this country can have something like a cell phone, slowing the growth of technology to a halt, because the average consumer will have to live without them.

From a business standpoint, I am sure AT&T sees this transaction as smart business sense, and an easy way to boost profit, and network. But that boost is short term. Eventually as I noted above, profits will dwindle due to loss of customers as a result of climbing prices. Having more choices available to the average consumer, keeps prices down, and competition healthy. This ensures that companies have a

constant stream of revenue, both the service providers, and the handset manufacturers, as well as the companies that make the hardware/software inside a phone. This transaction will affect several industries, and millions of consumers. The impact will not be a positive one.

In contrast, consumers in Europe enjoy healthy competition, and in some countries, there are 10 cellular service companies, which keeps costs down, and services plentiful. Having more choices available to me is better, not less choices.

One last thought, between my family, closest friends, and myself there are a total of 10 family plans, and 2 individual plans, all with T-Mobile, and all parties involved have been with T-mobile for more than 5 years. And all plans have smartphones and data plans. I am writing this on their behalf, as well as for my fiancée and I. Thank you for your consideration.

Regards,
Heather Williams